

IBMhq Test Case Execution Report

Test Case Name:Close Incident - 1

Requirement Name: CX

Execution Start Time:2020-08-10 20-25-58

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
6	5	1	Fail	2

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a 'Navigation' sidebar is open, showing a list of menu items: Home, Analytics, Incidents, My Inbox, Messages, Contacts, Incidents, Queues, My Incidents (with a sub-item 200810-000054), Contacts (with a sub-item Open), Organizations, and Tasks. The main content area shows a header with the Oracle logo and 'Service Cloud' text, followed by a search bar and a reference number. Below the header, there are tabs for 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Details' tab is active, showing a form with fields for 'Contact' (with a red asterisk and '[No Value]'), 'Organization Name', 'Product' (with '[No Value]'), and 'Category' (with '[No Value]').

Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A navigation menu on the left lists 'Home', 'Analytics', 'Incidents', 'Contacts', 'Organizations', and 'Tasks'. The 'Incidents' menu item is highlighted. The main content area shows a header with 'Reference #' and search, home, star, and user icons. Below this is a toolbar with 'Refresh', 'New', and 'Print' buttons. A sub-header contains tabs for 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The main form area includes fields for 'Assigned' (set to 'Agent Access > Sys Agent'), 'Disposition' (set to '[No Value]'), 'Contact' (set to '[No Value]'), 'Organization Name', 'Product' (set to '[No Value]'), and 'Category' (set to '[No Value]').

Step No:3

Step Description: click on Sub incident menu

Expected Result: click on Sub incident menu

Actual Result: null

Status: Fail

The screenshot displays the Oracle Service Cloud user interface. At the top, the header includes the Oracle logo, 'Service Cloud' text, a 'Reference #' field, and navigation icons. A 'Navigation' sidebar is open on the left, listing options: Home, Analytics, Incidents (highlighted with a document icon), Contacts, Organizations, and Tasks. The main content area shows an incident form. The top bar of the form includes 'Refresh', 'New', and 'Print' buttons. Below this is a tabbed interface with 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Details' tab is active, showing a form with the following fields: 'Status' (set to 'Open'), 'Assigned' (set to 'Agent Access > Sys Agent'), 'Disposition' (set to '[No Value]'), 'Contact' (set to '[No Value]'), 'Organization Name' (empty), 'Product' (set to '[No Value]'), and 'Category' (set to '[No Value]').

